

that wheel is not leaking. Can the dealer replace the tire as part of this recall?

Answer: No, this recall addresses only the leaking valve stem and the affected tire. Any other damage or defect may be covered under any remaining tire manufacturer warranty.

11. A truck with a 16-inch wheel has a valve stem leak. Why wasn't this size of wheel included under this recall?

Answer: 16-inch wheels do not use an all-steel sidewall tire and therefore, do not pose the same risk to personnel servicing the tire.

12. Why is Ford Motor Company requiring the tire to be replaced if I find a leaking valve stem?

Answer: There is no 100% reliable way for a service technician to inspect the tire to see if damage to the sidewall has occurred. Because air leakage from a valve stem could cause low inflation pressure for an extended period of time, which could have led to sidewall damage, the service technician will replace the tire as an added precaution.

13. The vehicle comes in with a flat tire. Should I inflate the tire and then inspect the valve stem for leakage?

Answer: No, there is no way for you to be sure about the sidewall condition. If you do not see any visible signs of road hazard damage, replace the tire and valve stem.

Ford Motor Company
P.O. Box 1904
Dearborn, Michigan 48121
1-800-392-3673
www.ownerconnection.com

Ford Motor Company

February 2001

01S05

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 1999 - 2001 model year F-450 Super Duty and F-550 Super Duty vehicles equipped with 19.5-inch commercial truck tires with steel cord sidewalls.

What the safety issue is...

Affected vehicles may have been built with a wheel assembly, which could contain a valve stem that was damaged during the automated installation process used at the assembly plant. A damaged valve stem could result in a loss of air pressure and continued use of a steel cord sidewall tire in an under inflated

condition could cause permanent damage. Servicing or inflating tires with damaged steel cords could cause a sidewall zipper rupture, resulting in a rapid loss of air pressure that could injure a person(s) near the tire when it happens.

Important safety information regarding your vehicle's tires...

The 19.5-inch steel cord sidewall tires equipped on F-450 and F-550 Super Duty vehicles are made of an **all steel radial construction**, which operate at inflation pressures up to 95 psi. As such, they are **NOT** light truck tires and must be serviced with the same safety considerations that are used with other medium/heavy truck all steel radial tires. Personnel trained, supervised, and equipped according to Occupation Safety and Health Administration (OSHA) Standard 29 CFR-1910.177, must perform tire service, including adjusting tire pressure. For example, during any procedure involving tire inflation, a technician or individual must utilize a remote inflation device, and insure that all persons are clear of the trajectory area (See Figure 1).

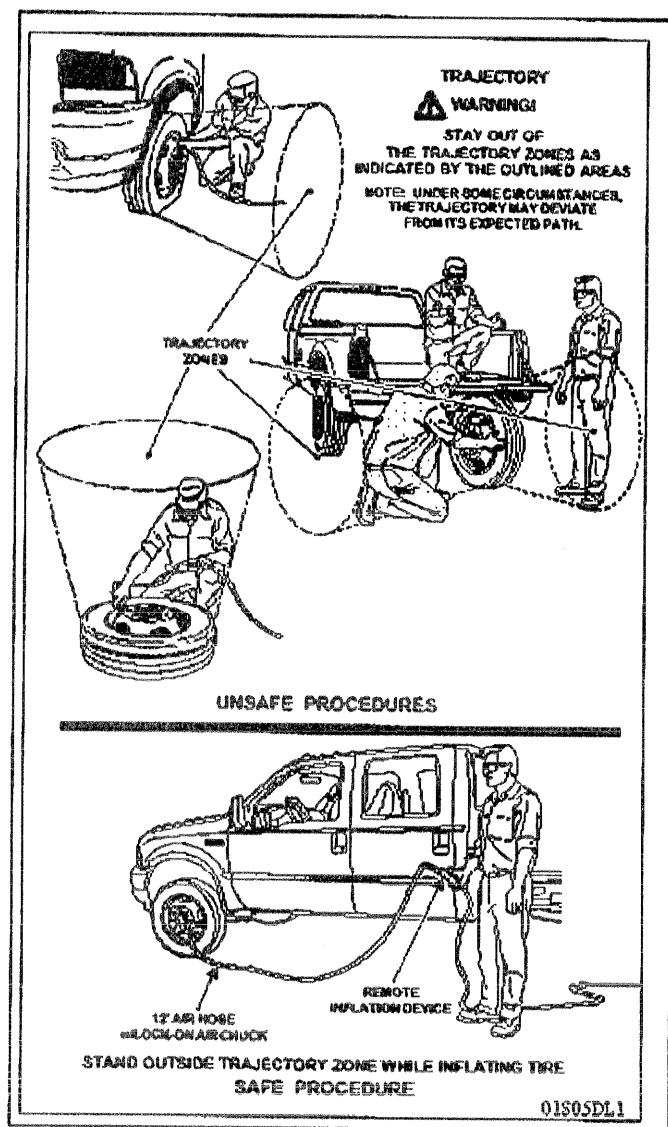


Figure 1 illustrates unsafe (upper section), and safe (lower section) inflation techniques

What Ford Motor Company and your dealer will do ...

Ford Motor Company will repair your vehicle free of charge (parts and labor). Owners who are affected by this recall are requested to return their vehicle to their dealer. Your dealer will inspect each valve stem on your vehicle and, if necessary, replace the valve stem and tire of the affected wheel. In addition, your dealer will check and adjust your tire pressure to the proper specification.

Checking torque on lug nuts after the repair...

If your dealer determines that a valve stem is leaking, the repair will require the lug nuts of the affected wheel to be removed, reinstalled, and torqued to specification. Ford Motor Company recommends that the lug nut torque be rechecked at 100 miles (161 km) and again at 500 miles (800 km) after the repair. Follow the procedure outlined in your Owner's Guide, or return your vehicle to the dealer, to have the lug nut torque checked.

How long will it take?

The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What we are asking you to do ...

Call your dealer without delay. Ask for a service date for Safety Recall 01S05. When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

If you've already paid for this service ...

Ford Motor Company will only refund owner-paid valve stem repairs made before the date of this letter (or after the date of the this letter if an emergency repair was made away from the servicing dealer). Tire replacement that resulted from a leaking valve stem is also refundable. For the refund, please give your paid original receipt to your dealer. To avoid delays, do not send receipts to Ford Motor Company.

If you've changed address or sold the vehicle ...

Please fill out the enclosed prepaid postcard and mail it to us if you have changed address or sold the vehicle.

If you have concerns ...

If you have trouble getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager. If you still need assistance, please contact the Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you:

CALL: (800) 392-3673
(800) 232-5952 (TDD for the Hearing Impaired)

Office Hours: (Eastern Standard Time)
Monday-Friday: 8am - 11pm
Saturday: 9am - 6pm

or you may contact us through the Internet at:
www.ownerconnection.com

Our current response time to Internet inquiries is three business days.

You also may send a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline 1-888-327-4236 or

1-800-424-9393 (Washington, D. C. area residents may call 1-202-366-0123).

Quality Care service is there for you all year round.

Quality Care is the commitment of Ford Motor Company and its dealerships to provide you with a superior service and ownership experience. While we regret the inconvenience caused by this program, we stand committed with our dealers to assist you with all of your automotive service needs. With our nationwide dealer network, we're here to ensure you receive Quality Care service so that your vehicle maintains peak performance throughout your ownership experience.

We pride ourselves on becoming the world's leading consumer company for automotive products and services. Thank you for your attention to this important matter.

Sincerely,



Ann O'Neill
Director
Vehicle Service and Programs

**SAFETY RECALL
01S05**

CPR © 2001 FORD MOTOR COMPANY
Published By: Recall/Service Programs Department
Ford Customer Service Division